

MyRefinitiv

A single log-in that brings all your products and services together in one place



MyRefinitiv e-billing

MyRefinitiv provides you with a single access point to a suite of time-saving services across billing, account administration and support.

See your outstanding balance and much more

The Dashboard includes a summary of any new and past due invoices. To view more billing information, navigate from the menu on the left-hand side and select **Billing & Pricing** where you are able to view all invoice and credit note data as well as correspondence.

How to access MyRefinitiv billing & pricing

If you have communicated to Refinitiv that you are in a billing role, you will be set up automatically to see your invoices and several other useful billing & pricing features in the MyRefinitiv portal. Simply register or log in here: my.refinitiv.com.

If you cannot see Billing & Pricing on the left-side menu and require access, please [click here](#) and select **I need help using MyRefinitiv Billing**. After completing the short form, you will receive an email confirmation once set up.

To request a change to which accounts you can view

If you want to change which accounts you or a colleague have access to, please [click here](#) and select **I need to change the billing accounts I have access to**. After completing the short form, you will receive an email confirmation once set up.

MyRefinitiv

Search FAQs, Products, Resources, ...

Get Support

Good afternoon, bill

Billing & Pricing [See All Accounts →](#)

CURRENCY TOTALS DUE

EUR ACCOUNTS(2) EUR 239,872.54 Overdue: EUR 239,872.54	GBP ACCOUNTS(3) GBP 45,410.26 Overdue: GBP 45,410.26	USD ACCOUNTS(2) USD 0.06 Overdue: USD 0.06
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Most Urgent Invoices [Filter](#)

ACCOUNT	INVOICE	COUNTRY	ACCOUNT NAME	STATUS	DUE	GROSS TOTAL
A-00	00	US	AC...	PENDI...	30 Jun 2017	USD .01
A-00	00	US	AC...	PENDI...	30 Aug 2017	USD .01

Invoice summary on the Dashboard

The Dashboard includes a summary of any new and past due invoices.

To view more billing information, navigate from the menu on the left-hand side and select **Billing & Pricing**. You can see a summary of the accounts you are permitted for and their respective due and past due invoices on this page. The view differs slightly depending on whether you are permitted to view one or multiple accounts and if the billing accounts are in the same currency or multiple.

Documents							
Documents							
<input type="checkbox"/>	DOCUMENT NUMBER	DOCUMENT TYPE	ISSUED	STATUS	DUE DATE	GROSS TOTAL	OPEN BALANCE
<input type="checkbox"/>		Credit Note	14 Mar 2022	OPEN		EUR -6,927.34	EUR -6,765.18
<input type="checkbox"/>		Invoice	18 Feb 2022	DUE	19 Mar 2022	EUR 7,920.00	EUR 7,920.00
<input type="checkbox"/>		Invoice	01 Jan 2022	OVERDUE	30 Jan 2022	EUR 403,175.16	EUR 6,927.34

Raise and track billing queries

If you have a question or query about any of the invoice or account details you are viewing, you can choose to **Get Support** from the menu. Complete the short form; your query will be directed to the appropriate team who will work with you to resolve the query.

Documents							
Documents							
<input type="checkbox"/>	DOCUMENT NUMBER	DOCUMENT TYPE	ISSUED	STATUS	DUE DATE	GROSS TOTAL	OPEN BALANCE
<input type="checkbox"/>		Credit Note	14 Mar 2022	OPEN		EUR -6,927.34	EUR -6,765.18
<input type="checkbox"/>		Invoice	18 Feb 2022	DUE	19 Mar 2022	EUR 7,920.00	EUR 7,920.00
<input type="checkbox"/>		Invoice	01 Jan 2022	OVERDUE	30 Jan 2022	EUR 403,175.16	EUR 6,927.34

Download invoices, credit notes, correspondence

To download a single document, you can click the menu next to the item and choose to either **Open PDF** or **Download CSV**.

Documents							
Documents							
<input type="checkbox"/>	DOCUMENT NUMBER	DOCUMENT TYPE	ISSUED	STATUS	DUE DATE	GROSS TOTAL	OPEN BALANCE
<input type="checkbox"/>		Credit N...	14 Mar 2022	OPEN		EUR -6,927.34	EUR -6,765.18
<input checked="" type="checkbox"/>		Invoice	18 Feb 2022	DUE	19 Mar 2022	EUR 7,920.00	EUR 7,920.00
<input checked="" type="checkbox"/>		Invoice	01 Jan 2022	OVERDUE	30 Jan 2022	EUR 403,175.16	EUR 6,927.34
<input checked="" type="checkbox"/>		Invoice	19 Nov 2021	OVERDUE	18 Dec 2021	EUR 7,282.80	EUR 7,282.80

To download multiple documents, you can click to select the invoices you want, or select all and then click **Download**. You will have the option to choose a **pdf** or **csv** output file.

Documents							
Documents							
<input type="checkbox"/>	DOCUMENT NUMBER	DOCUMENT TYPE	ISSUED	STATUS	DUE DATE	GROSS TOTAL	OPEN BALANCE
<input type="checkbox"/>		Credit Note	14 Mar 2022	OPEN		EUR -6,927.34	EUR -6,765.18
<input type="checkbox"/>		Invoice	18 Feb 2022	DUE	19 Mar 2022	EUR 7,920.00	EUR 7,920.00
<input type="checkbox"/>		Invoice	01 Jan 2022	OVERDUE	30 Jan 2022	EUR 403,175.16	EUR 6,927.34
<input type="checkbox"/>		Invoice	19 Nov 2021	OVERDUE	18 Dec 2021	EUR 7,282.80	EUR 7,282.80
<input checked="" type="checkbox"/>		Invoice	01 Jul 2021	PAID	30 Jul 2021	EUR 92,931.60	EUR 0.00
<input checked="" type="checkbox"/>		Invoice	01 Jun 2021	PAID	30 Jun 2021	EUR 55,437.25	EUR 0.00
<input type="checkbox"/>		Invoice	01 May 2021	PAID	30 May 2021	EUR 55,437.25	EUR 0.00
<input type="checkbox"/>		Invoice	01 Apr 2021	PAID	30 Apr 2021	EUR 55,437.25	EUR 0.00

Compare two invoices

You can compare two subsequent invoices through the 'Invoice Difference Report.' This allows you to analyse the differences in line item details between two billing periods. Select the two invoices you want to download from the table and click **Generate invoice difference report**.

INVOICES DUE
0

OVERDUE
GBP 0.00

TOTAL DUE
GBP 0.00

Payments made in the last 24 hours may not be reflected in the balance.

[How to pay invoices →](#)

You have GBP 8,394.66 credit which can be applied to any outstanding invoice(s).

BILLING ADDRESS

[Change address →](#)

[Account users →](#)

Request an account name or billing address update

Click the **Account Number** to see the account summary. You can request Refinitiv to change an account name or address by clicking on the **Change address** link on the Account Summary page. After completing the short form, you will receive an email confirmation once updated.

Account Users

Search [Filter](#)

USER	EMAIL	ROLE
[Redacted]	[Redacted]	Bill Viewer
[Redacted]	[Redacted]	Bill Viewer

USEFUL LINKS

[Edit User Access →](#)

View the users who have access to view the billing account

Click the **Account Number** to see the account summary. You can view which users at your organisation have access to view invoices for a specific billing account by clicking on the **Account users** link on the **Account Summary** page. If you want to amend who has access or if you want Refinitiv to update any data, click the **Edit User Access** link.

Documents

Download [Filter](#) Search

DOCUMENT NUMBER	DOCUMENT TYPE	ISSUED	STATUS	DUE DATE	GROSS TOTAL	OPEN BALANCE
[Redacted]	Credit Note	14 Mar 2022	OPEN		EUR -6,927.34	EUR -6,765.18
[Redacted]	Invoice	18 Feb 2022	DUE	19 Mar 2022	EUR 7,920.00	EUR 7,920.00

View invoice or credit summary

Click the **Document Number** to see the invoice or credit summary. On the invoice or credit note summary you can see further information, such as **Payment History** and **Products & Services**. To access this, click on the invoice or credit note number.

Products & Services

[Filter](#) Search

PRODUCT	NET TOTAL	TAX	TOTAL
DEALING ACCESS	GBP 0.00	GBP 0.00	GBP 0.00
DEALING FX TRADING	GBP 477.93	GBP 0.00	GBP 477.93

View and edit billing notification preferences

By default, you will be set up to receive billing notifications via email with a link to retrieve the documents from MyRefinitiv. If you would prefer to receive your invoices and correspondence as PDF attachments, you can edit your preferences by clicking **My Profile**, scrolling to the Billing and Pricing Notifications section and clicking **Edit**. Complete the short form; you will receive an email confirmation once updated.

MyRefinitiv

[My Profile](#)

[Sign out](#)

[Exchange & 3rd Party](#)

[Notifications & Alerts](#)

[Billing & Pricing](#)

BILLING AND PRICING NOTIFICATIONS [Edit](#)




Receive notifications by email
Yes



PDF Attachments in email
Yes

Email language
English

Max number of PDF Attachments in email
20

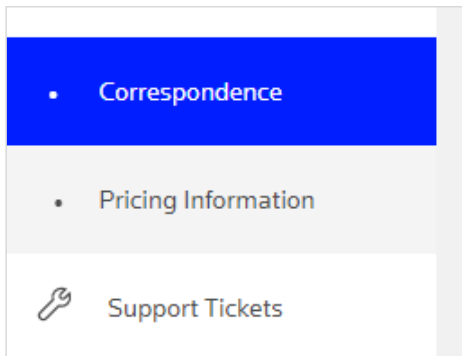
MARKETING NOTIFICATIONS [Edit](#)

All due invoices  Download  Filter 

ACCOUNT	INVOICE	ACCOUNT NAME	ISSUED	STATUS	DUE	GROSS TOTAL 	
<input type="checkbox"/> A-0	009	...	01 Apr 2019	Over...	30 Apr 2...	USD 0.03	 ⋮
<input type="checkbox"/> A-00	009	...	01 Apr 2019	Over...	30 Apr 2...	GBP 45,410.26	⋮

Pay your invoice online

For the US and Canada, we offer the ability to pay online. Click on the **Pay** button or select multiple invoices and choose **pay selected**.



Correspondence

Access billing correspondence (such as price increase letters and overdue notices) by choosing the sub-menu under Billing & Pricing. You will be alerted when new correspondence has been added.

Visit refinitiv.com |  @Refinitiv  Refinitiv

Refinitiv, an LSEG (London Stock Exchange Group) business, is one of the world's largest providers of financial markets data and infrastructure. With \$6.25 billion in revenue, over 40,000 customers and 400,000 end users across 190 countries, Refinitiv is powering participants across the global financial marketplace. We provide information, insights and technology that enable customers to execute critical investing, trading and risk decisions with confidence. By combining a unique open platform with best-in-class data and expertise, we connect people to choice and opportunity – driving performance, innovation and growth for our customers and partners.

An LSEG Business

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